LA DHH Travel Card Program Bank of America - WORKS Workflow Training Guide For Accountholders and Approvers



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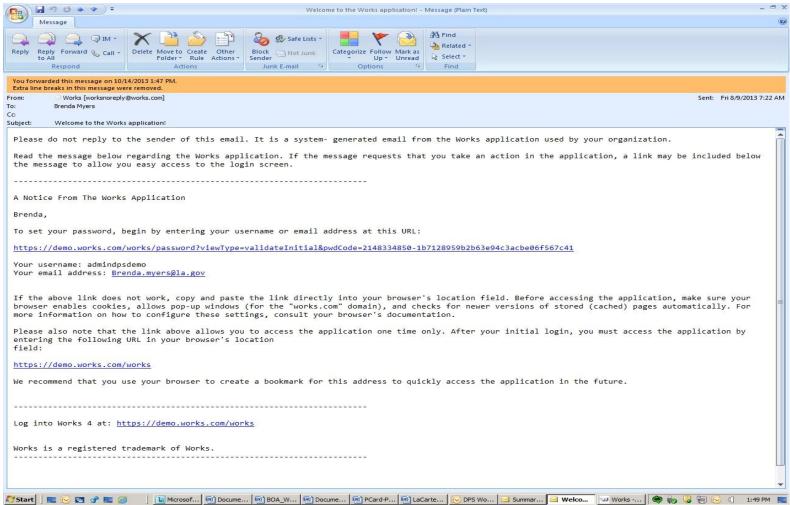
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Travel Card Program

Creating a Password

To access the Works Workflow application, a Program Administrator must add you as a user and assign you a username. Once you have been added to the system, a welcome email will automatically be sent to your email address that includes your username and information on how to set up your password.

Follow the instructions in the email.



- Click the first link in the email message.
- Enter your username and click OK as shown in the email.
- Create a password (must be eight characters, can be any combination of letters or numbers, and is case sensitive).
- Click the arrow in the **Question** field and select the desired security validation question(s).
- In the **Answer** field, answer the question(s) you specified in the previous step, then enter the same answer in the **Confirm** field.
- Click Ok. The Home Page will display.

Note: If your username is not working, your Program Administrator can send you an automated email reminding you of your username. If you forget your password, click the appropriate link in the Login page. "Forgot Your Password" displays and prompts you to enter your user name. After entering username and clicking Submit, the system will send you an email with instructions on how to create a new password. If you do not know your security validation answer(s), your Program Administrator can reset your password, which enables you to select new security validation question(s) and answer(s).

IMPORTANT: After clicking the link included in the email and setting a password, **DO NOT** attempt to access the Works application by using that link again. After initial use the link is rendered inactive.

Follow the steps below under **USER LOGIN** to now access the Works application.

Note: Logon Name and Password are case sensitive. You must enter your Logon Name with a capital P.

User Login

PRODUCTION SITE: https://payment2.works.com/works/

Once the user enters the WORKS system, the log-in screen will appear as shown below. User will log in using information provided in Works Welcome email.

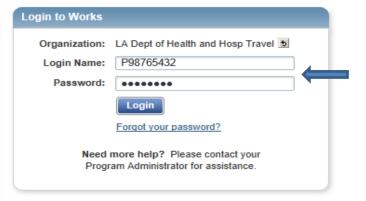


About Works

The Works application is a Web-based, user-friendly electronic card payment management service that automates, streamlines, and integrates existing payment authorization and reconciliation processes while providing management reporting and spending controls.

- · Offers card program management, reconciliation and workflow approval in a single application
- · Provides simple, effective and timely controls to help manage your reconciliation policy and company spend
- Utilizes a built-in supplier network of millions of merchants worldwide
- · Encourages cardholders to control spending and comply with company policy
- · Increases your process and spending controls
- · Automates expense approval and allocation
- · Simplifies management reporting and audit activities

If you would like more information about Works and how to purchase it, please contact your Card products Account Representative. If you do not have one, you can request to be contacted through our website: Bank of America Card Solutions.



Privacy & Security Recommended Settings About SSL Certificates

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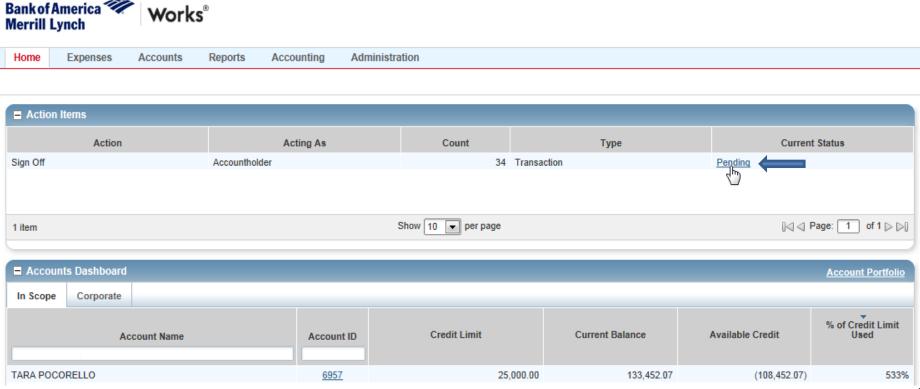
Allocating Transactions

- Accountholders will only be able to view and allocate their transactions.
- Approvers will only be able to view and/or allocate the Accountholder's transactions for which they have been set up to approve.
- Accountants will be able to view and allocate all Accountholders' transactions after the transactions have been swept.
- Program Administrators will not be able allocate any transactions.

Allocating a Single Transaction

Below is a snapshot of the "Home" screen. This is the first screen the user will see once logged in. This will identify any pending transactions which need to be allocated.

Select **Pending** as shown below. **NOTE:** If **Pending Transactions** do not display on the **Home** page, click **Expenses > Transactions** > **Accountholder or Approver**. The Pending Transaction screen will display. Click the desired **Document** number.



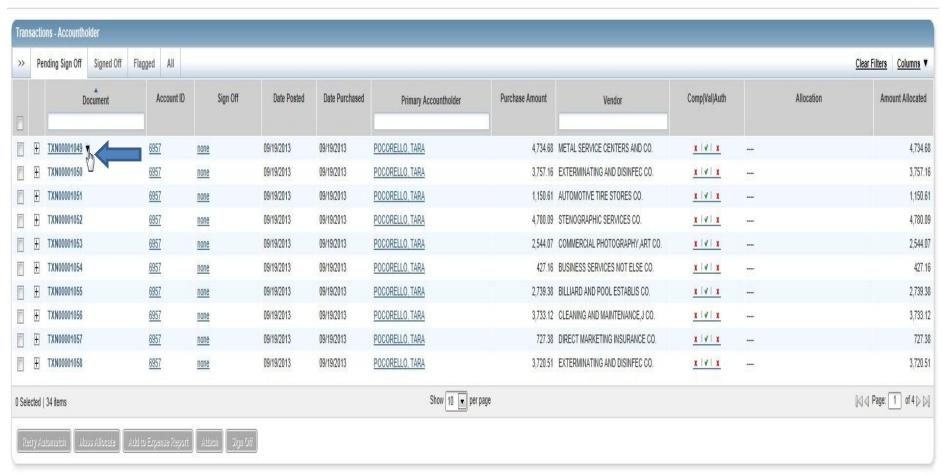


AA?L

Home Expenses Accounts Reports Accounting Administration

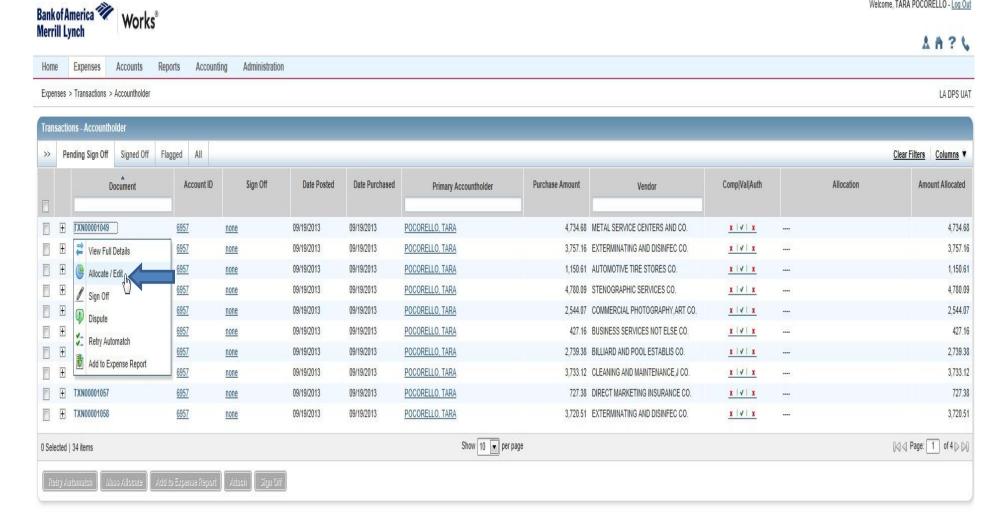
Expenses > Transactions > Accountholder

LA DPS UAT

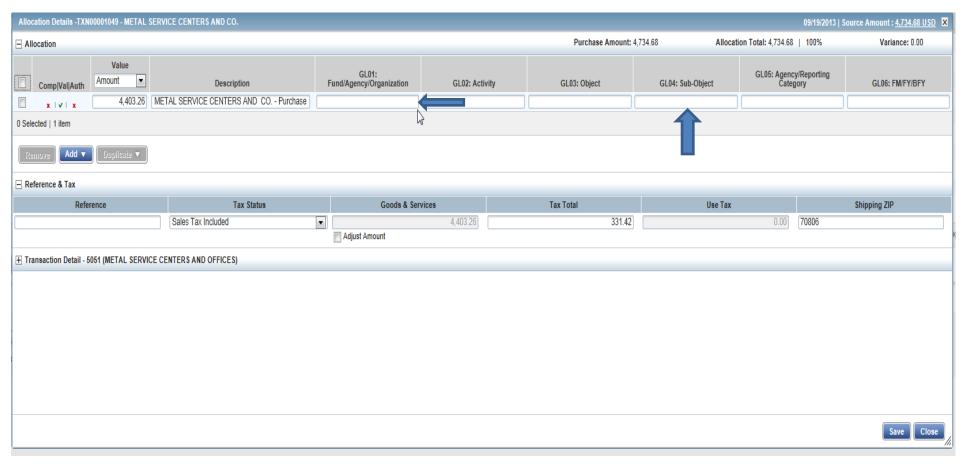


Select Allocate/Edit from drop-down menu.

Welcome, TARA POCORELLO - Log Out



The screen below appears.

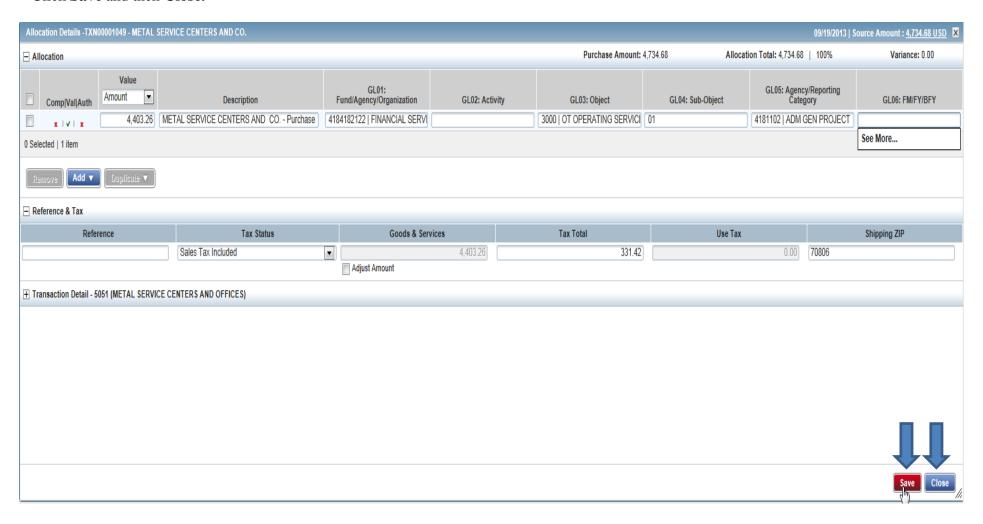


Enter codes in the following fields to identify how the segment will be allocated.

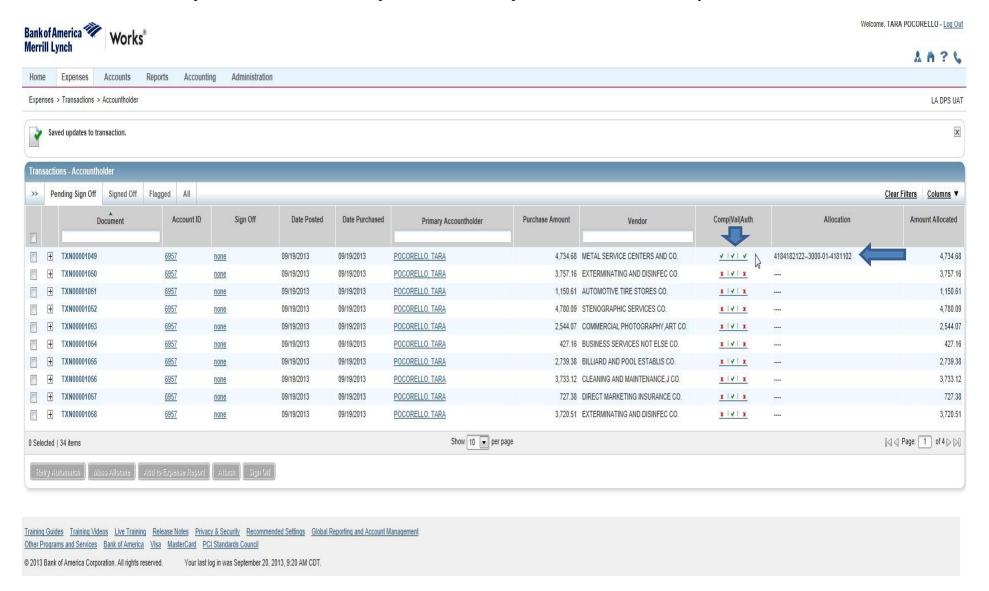
- GL01: Fund/Agency/Organization
- GL02: Activity
- GL03: Object
- GL04: Sub-Object (Unrestricted)
- GL05: Agency/Reporting Category

Note: Click on the field box to select a code from the allocation pick list. All fields will have a pick list except GL04: Sub-Object.

Click Save and then Close.

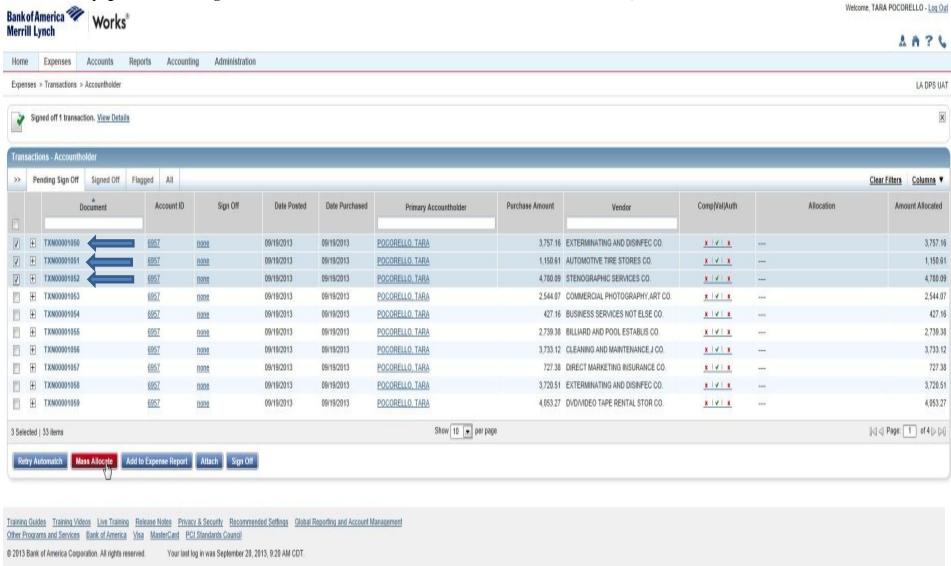


The screen below appears after you have saved and closed the transaction. The first transaction has been completely allocated. Three green checkmarks are in the Comp/Val/Auth field. This same process must be completed on each transaction or you can allocate mass transactions.

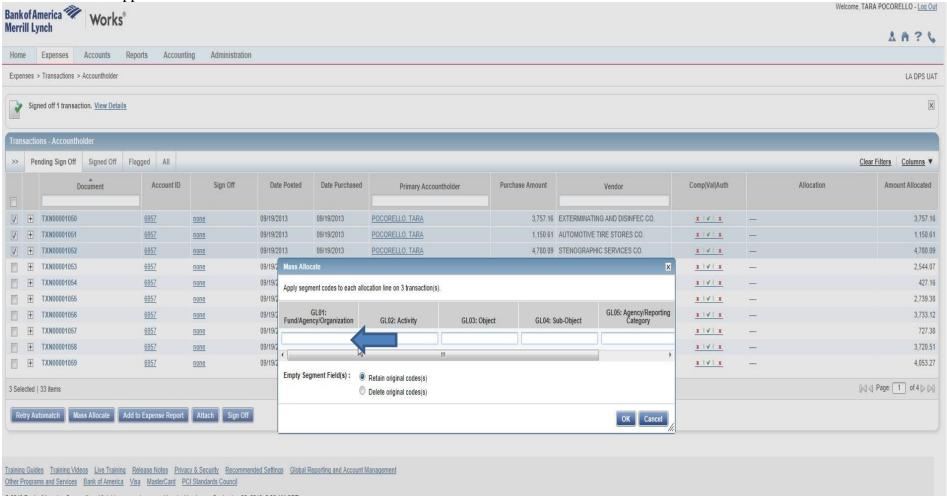


Allocating Mass Transactions

On the **Home** page, click **Pending** in the action field. Select the check box for desired **Documents**, then click **Mass Allocate** from action buttons.



The screen below appears.

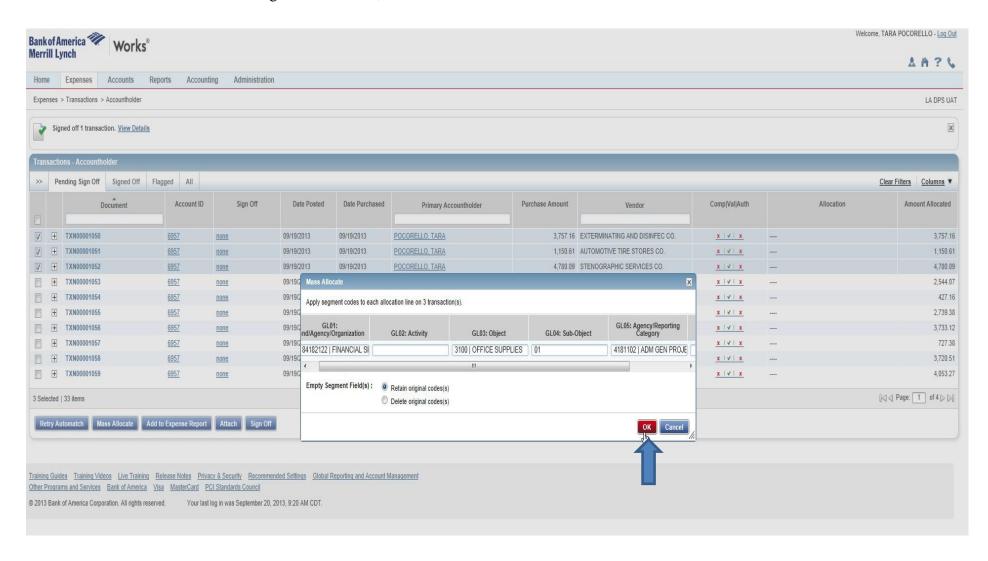


Enter codes in the following fields to identify how the segment will be allocated.

- GL01: Fund/Agency/Organization
- GL02: Activity
- GL03: Object
- GL04: Sub-Object
- GL05: Agency/Reporting Category

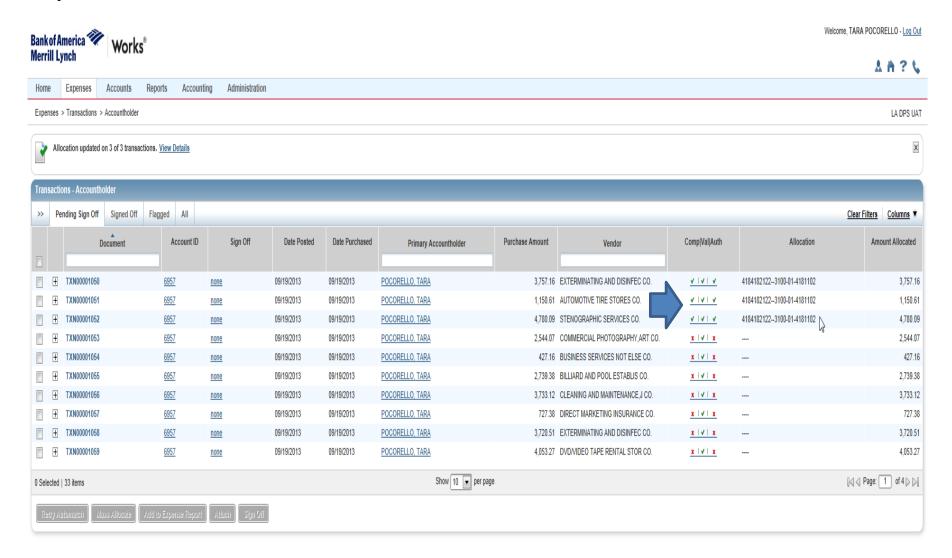
Note: Click on the field box to select a code from the allocation pick list. All fields will have a pick list except GL04: Sub-Object.

After Accountholder finishes allocating in all the fields, the screen should look like this.



Click OK.

The screen below appears that shows the transactions have been completely allocated. There are three green checkmarks in the Comp/Val/Auth field.

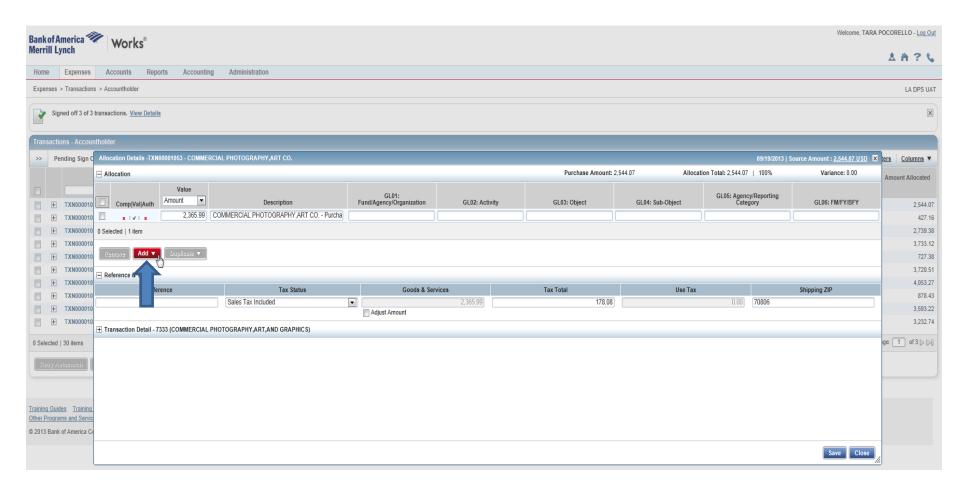


Add an Allocation Line(s)

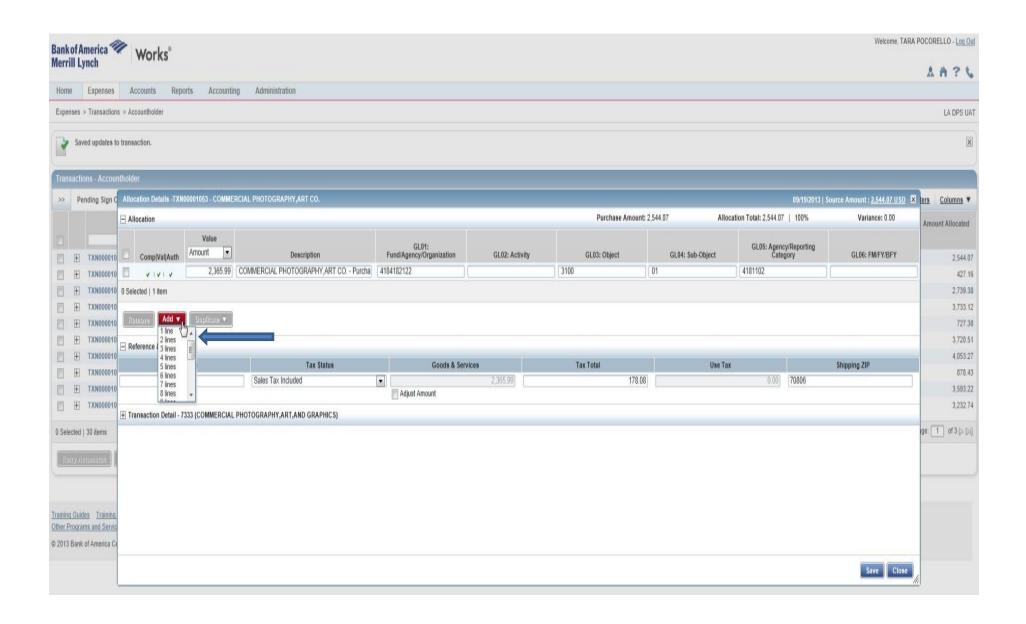
When using the Add Allocation Lines function the system adds a blank row of coding to the transaction selected. This allows for breaking the transaction down into multiple lines of coding.

If Accountholder is using this function, you must edit the dollar amounts so that the <u>allocated amount equals the purchase amount</u>. Sign off will not be allowed until the transaction balances.

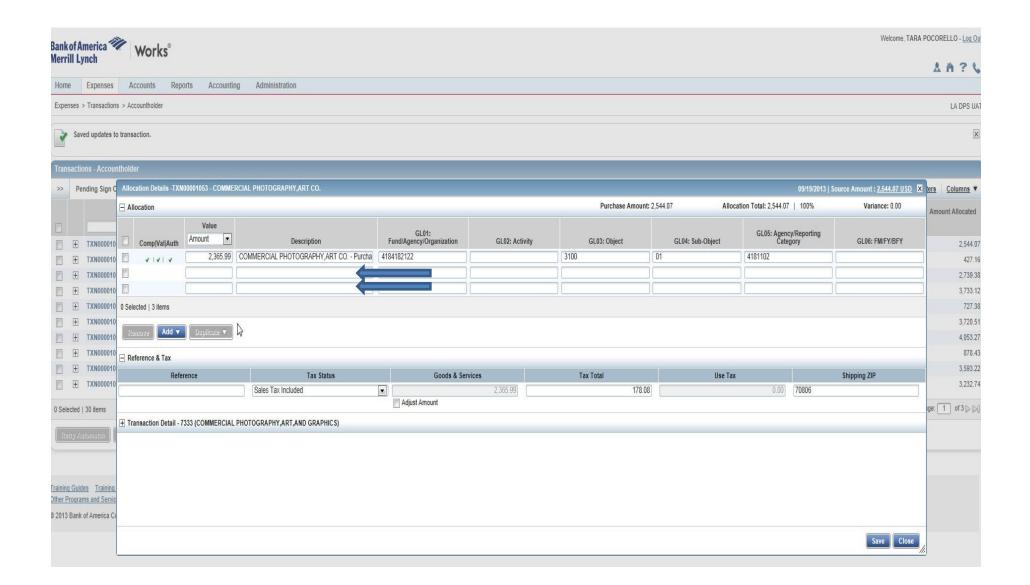
On the **Home** page, click **Pending** in the action field. Click the desired **Document** number, then select **Allocate/Edit** from drop-down menu. Edit, if applicable, then click **Add**.



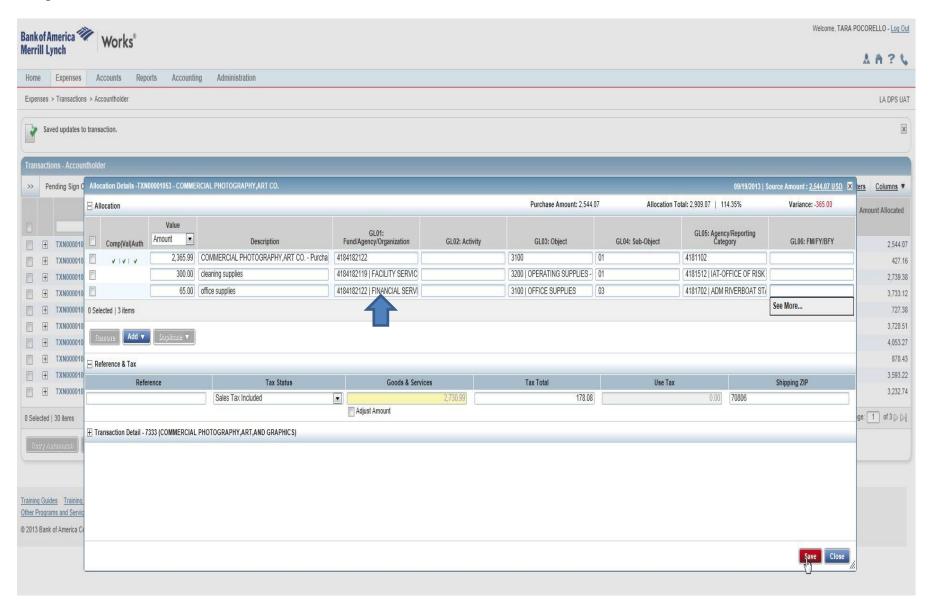
Select number of lines to add from drop-down menu. Select an option to allocate by from the **Value** drop-down menu, if needed. Enter the **amount or percentage** of the total purchase to be allocated in the **Value** text box, if needed.



The screen below will appear showing two allocation lines were added.

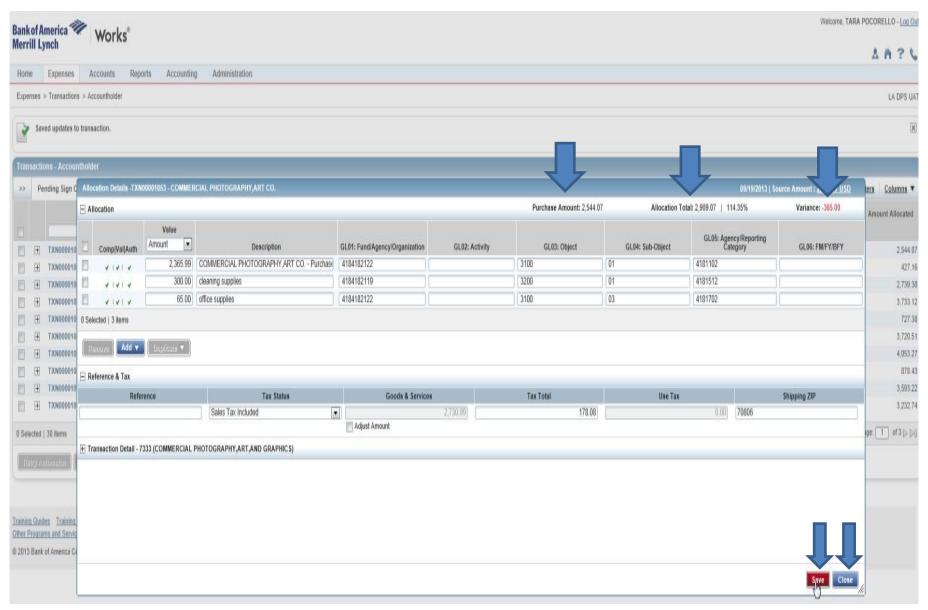


Complete the allocation lines.

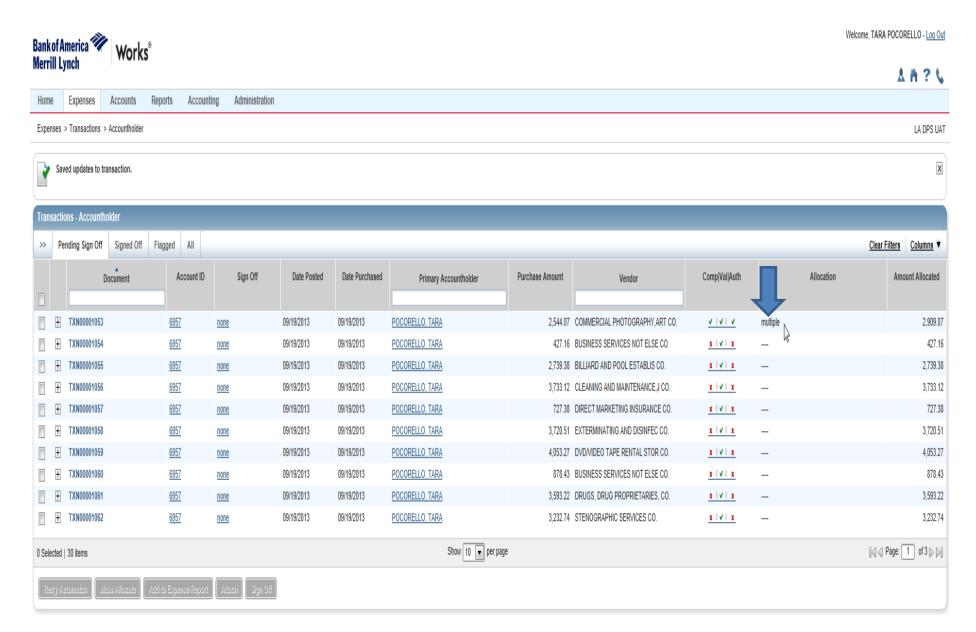


Click Save and Close.

However, if the total allocated does not balance to the purchase amount you will not be able to sign off on the transaction.



The screen print below shows the multiple lines of allocation have been completely applied.



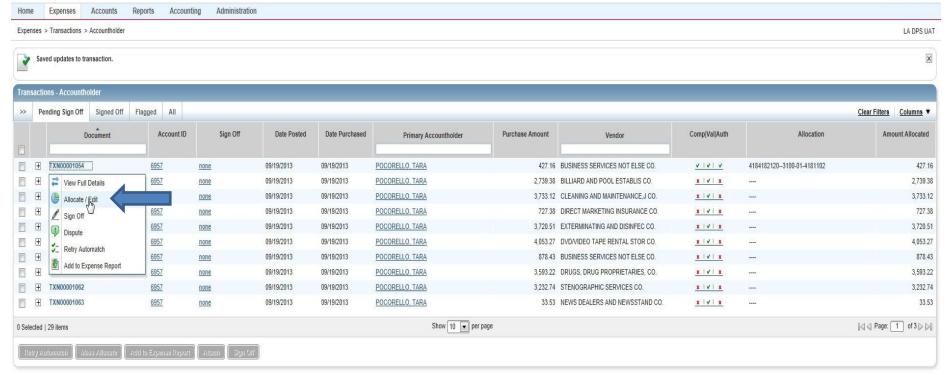
Duplicate an Allocation Line

When duplicating a line, the system copies the allocation code on one line to another line for the same transaction. If using this function, you must edit the dollar amounts to match so that the allocated amount equals the purchase amount. Otherwise, sign off will not be allowed.

On the **Home** page, click **Pending** in the action field. Click the desired **Document** number, then select **Allocate/Edit** from drop-down menu. Edit, if applicable.



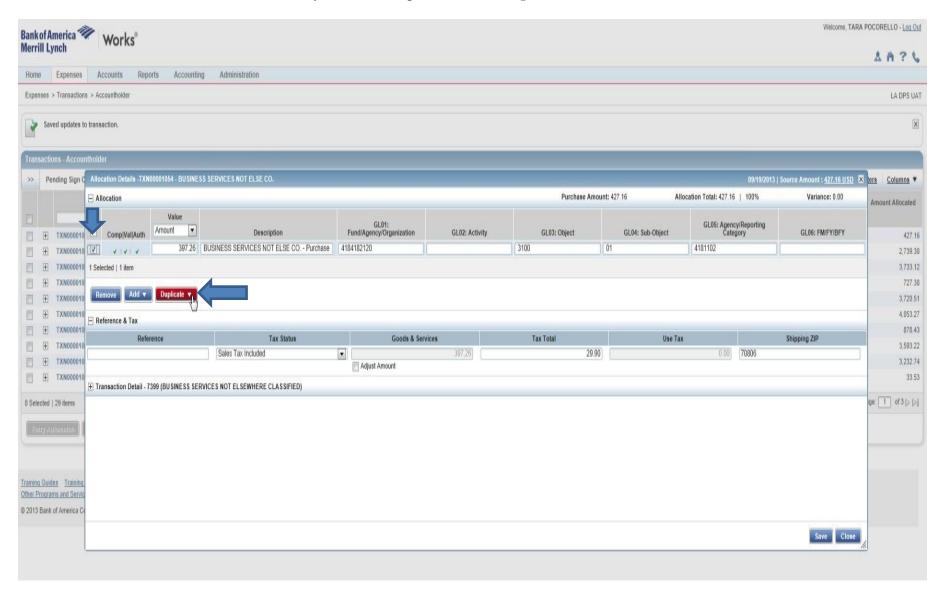




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Select the check box beside the allocation line you want to duplicate. Click **Duplicate**.



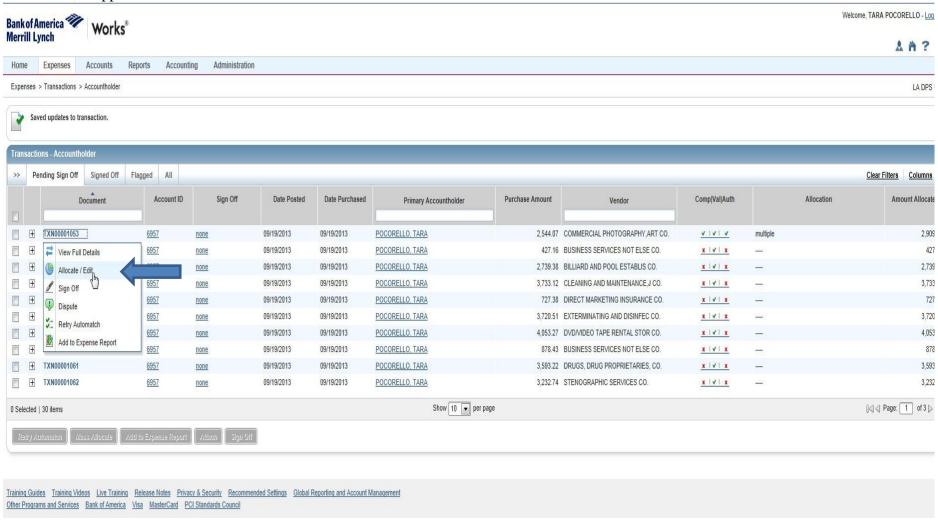
Make modifications as needed to Description, GL Segments and/or Amounts, then click **Save**, then **Close**. Once again if the total allocated does not equal the purchase amount you will not be able to sign off on the transaction.



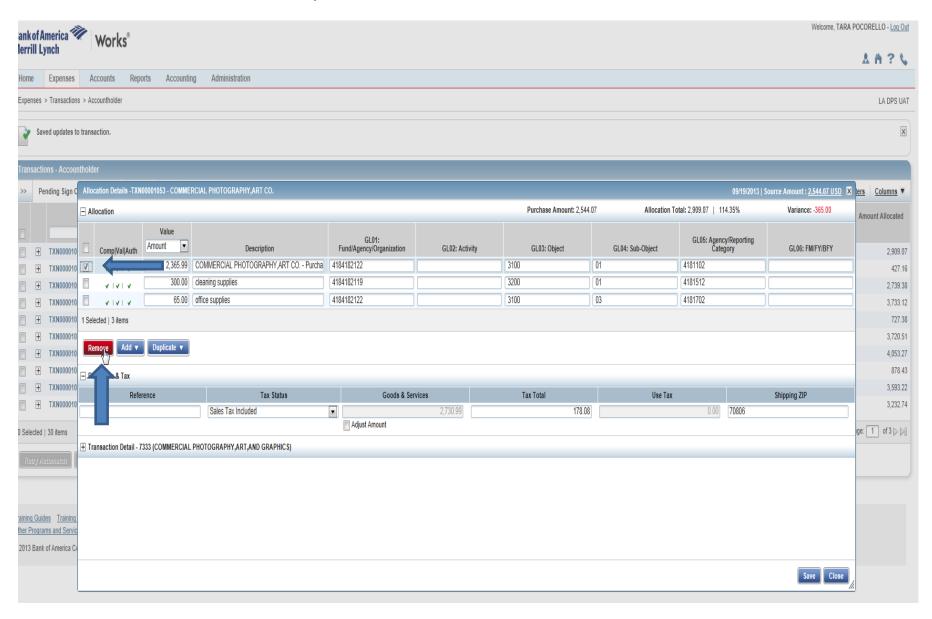
Remove an Allocation Line

When using the Remove function, the allocation that was previously applied will be completely removed. A new allocation will have to be applied.

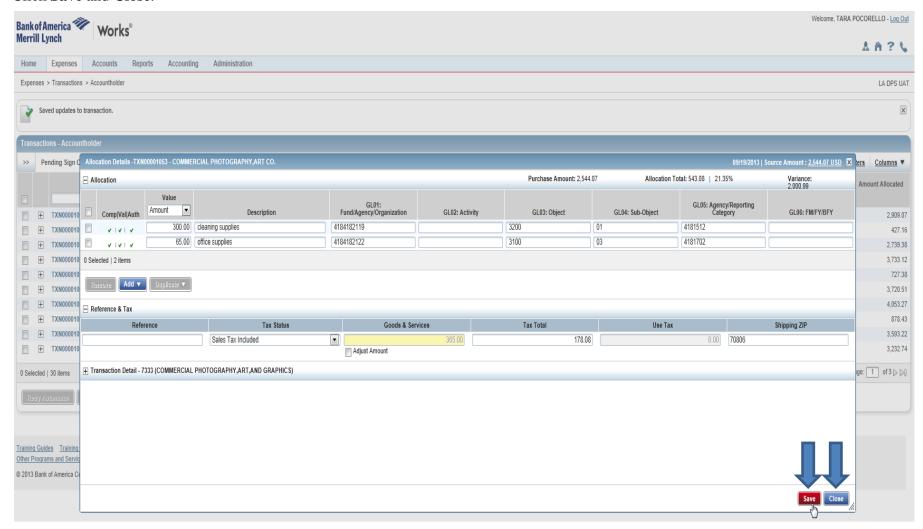
On the **Home** page, click **Pending** in the action field. Click the desired **Document** number, then select **Allocate/Edit** from drop-down menu. Edit, if applicable.



Select the check box beside the allocation line you want to remove. Click **Remove**.



Removing the allocation line will require user to change the amounts to ensure the Allocation Total equals the Purchase Amount. Click **Save** and **Close**.



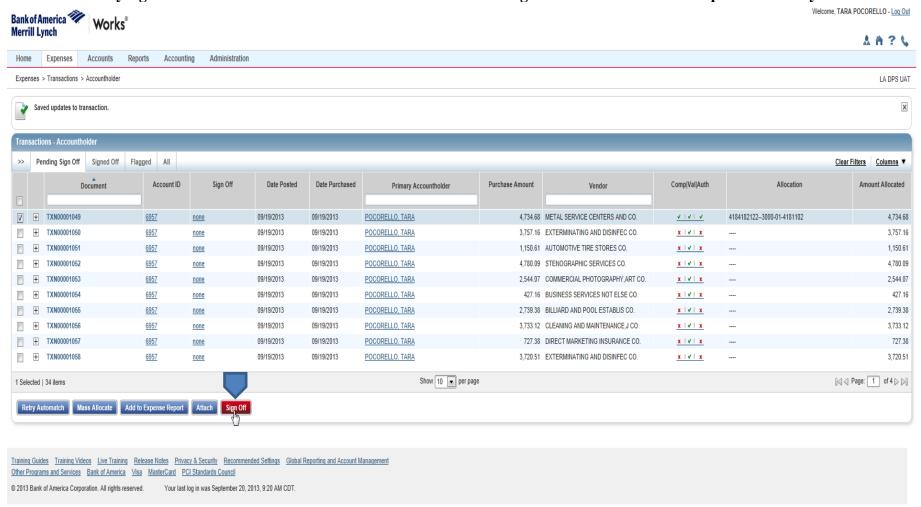
IMPORTANT: Once all transactions have been properly allocated, cardholder must "sign-off". This can be done individually or as a whole as shown in the **SIGNING OFF ON TRANSACTIONS** section.

Signing off on Transactions

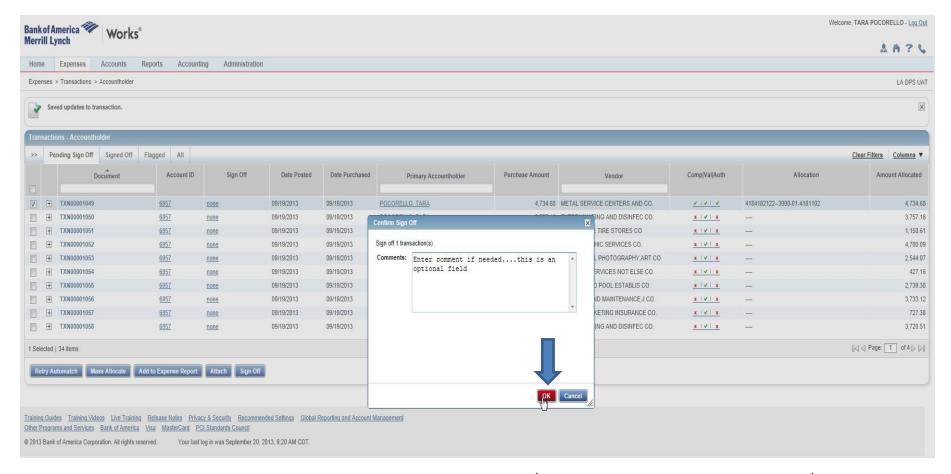
- Accountholders will only be able to view and sign off on their transactions.
- Approvers will only be able to view and/or sign off the Accountholder's transactions for which they have been set up to approve.

On the **Home** page, click **Pending** in the action field. Click the desired **Document** number(s), and click **Sign Off.**

NOTE: You may sign off on one or more documents at the same time as long as allocation has been completed correctly.



Enter Comments if desired, then click OK. Confirmation message appears and the transaction is removed from the Pending Sign Offs View. NOTE: The Comments field is optional in the system so it may be left blank or used at the agency's discretion.



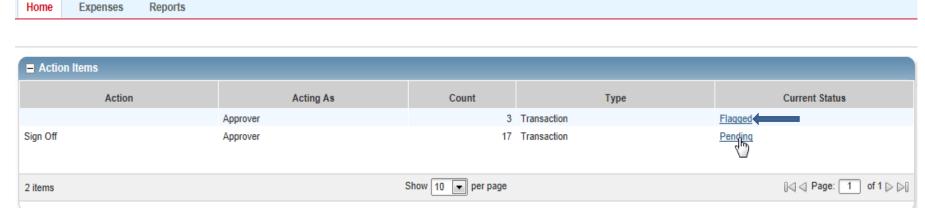
- As an Accountholder the deadline to sign off on all transactions is the 11th of the month following the charges. If the 11th falls on a weekend, the deadline to sign off is the Friday <u>before</u> the 11th. <u>Accountholders should be allocating as charges are incurred.</u>
- As an Approver the deadline to sign off on all transactions is the 12th of the month following the charges. If the 12th falls on a weekend, the deadline to sign off is the Friday <u>before</u> the 12th. **Approvers should be approving as Accountholders have signed off on transactions.**
- It is not necessary to wait until you receive your paper statement from Bank of America. You can access the transactions at any time during the billing cycle.
- Reports should be printed the next day to make sure the system refreshes have included the changes made in the system. There is a lag time between when information is entered into Works versus when the same data is available via Works Reporting.

Flagging a Transaction

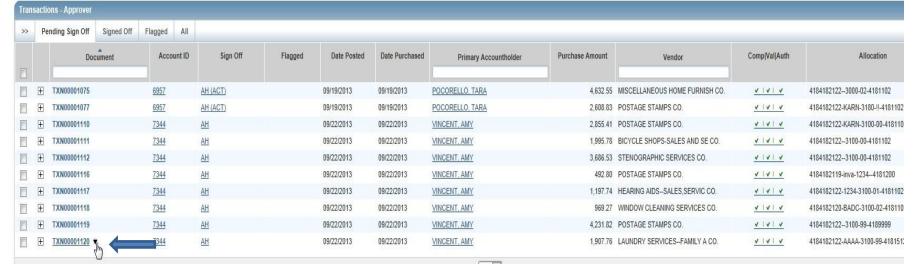
- Accountholders cannot raise a flag on transactions, but can remove flags.
- Approvers can raise a flag on transactions and remove flags.

Raising Flags

Click Home, then Pending.



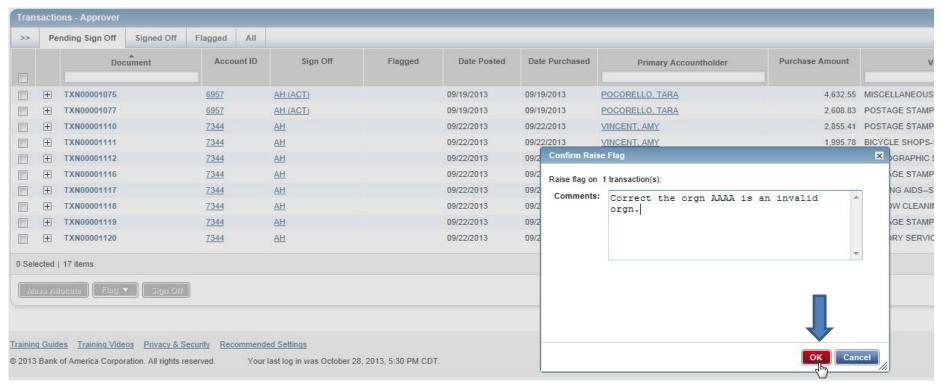
Click on the transaction to be flagged.



Click Raise Flag.



Enter Comments when confirming raising the flag and click **OK**.



Note: Comments are required when raising and removing flags. The flagged transaction now appears in the Accountholder or Approver view, depending on who flagged the transaction.

Removing Flags

Click Home, then Flagged.

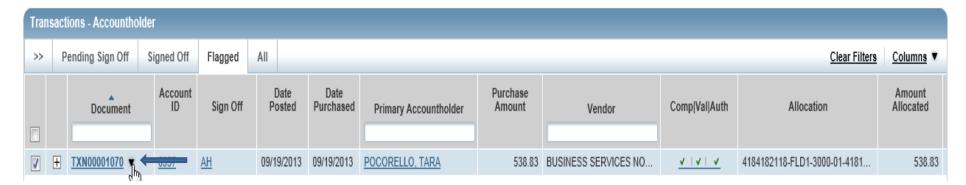


Home Expenses Accounts Reports Accounting Administration



Click on desired Document.

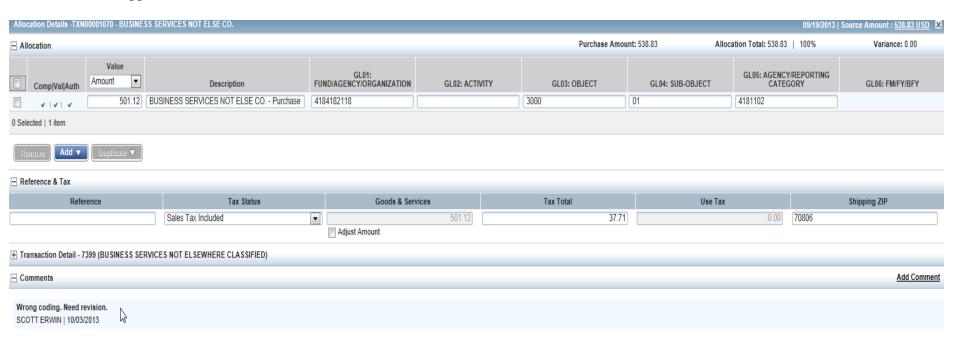




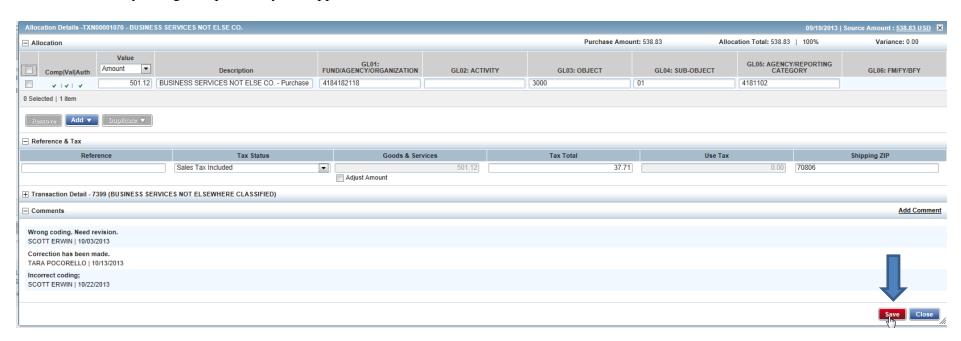
Click **Allocate/Edit** to read the comment entered by the Approver. Make necessary changes/corrections to the transaction.



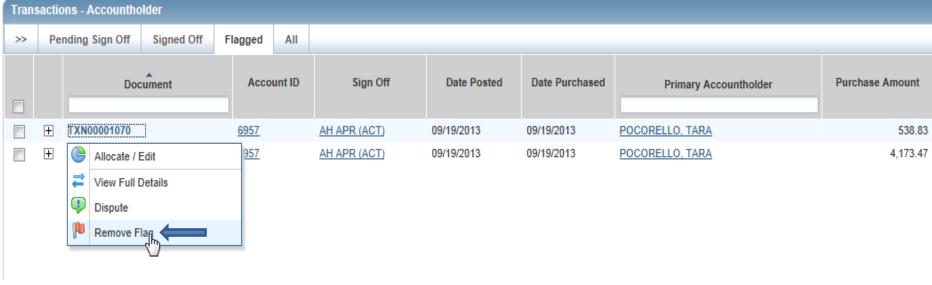
The screen below appears.



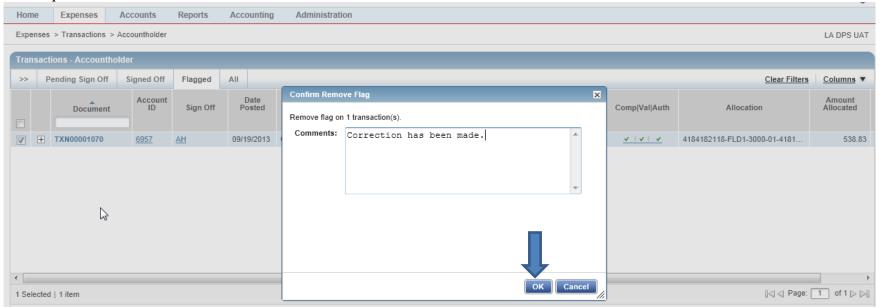
Make the necessary changes requested by the Approver. Click **Save**.



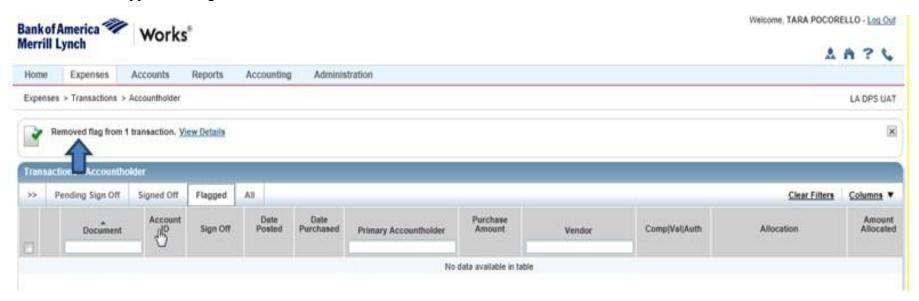
Click on the desired flagged document again. Click Remove Flag.



Enter the required comments and click **OK**.



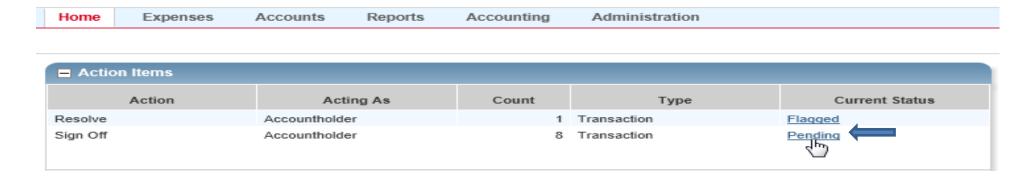
The screen below appears...Flag has been removed.



Disputing a Transaction

- Accountholders will only be able to dispute their own transactions.
- Approvers will only be able to dispute the Accountholder's transactions for which they have been set up to approve.

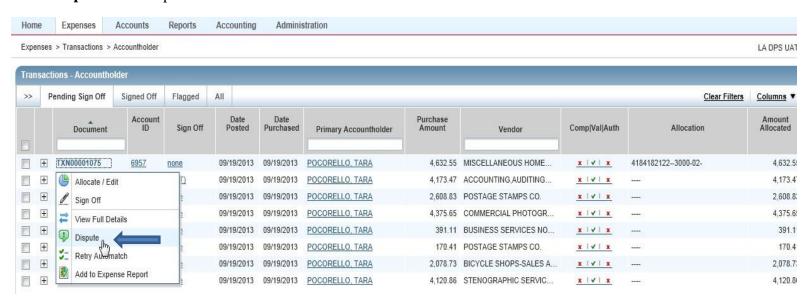
On the **Home** page, click **Pending** in the action field.



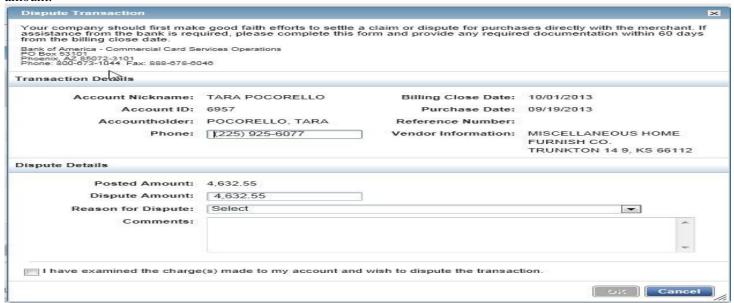
Click the desired **Document** number.



Select **Dispute** from drop-down menu.

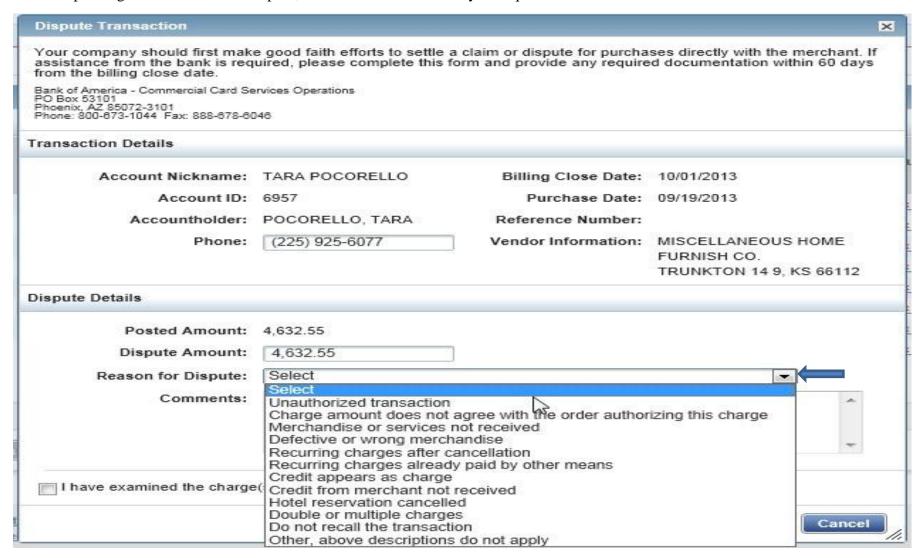


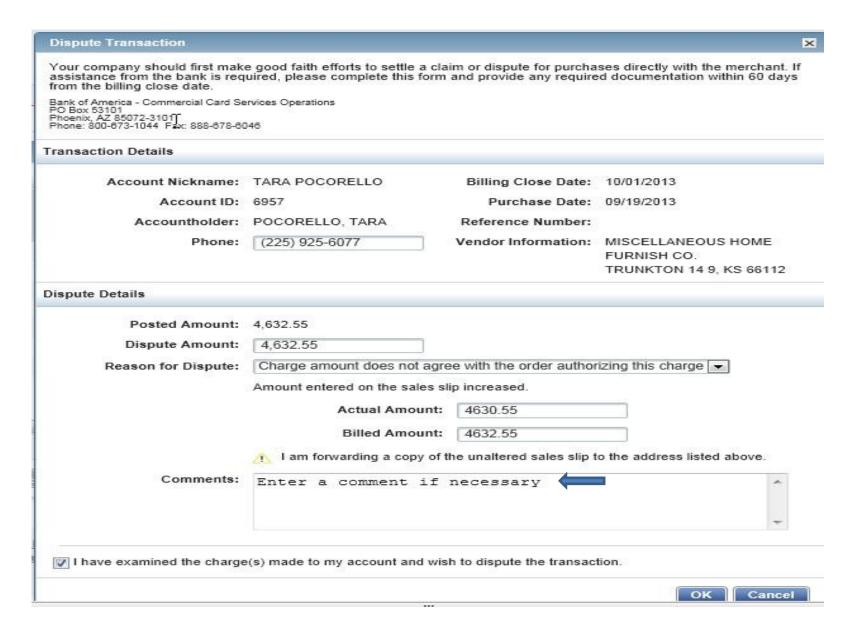
The screen below appears. Dispute <u>amount defaults to the total amount of the transaction</u>. If not disputing the total transaction amount enter Dispute amount.



Select the Reason for Dispute from the drop-down menu.

Note: Depending on the Reason for Dispute, additional information may be required.

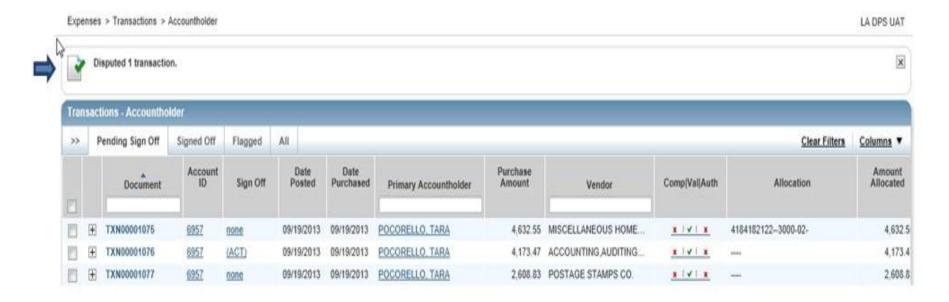




Select the I have examined the charge(s) made to my account and wish to dispute the transaction check box, then click **OK**. **Note:** If the check box is not selected, **OK** is not activated.

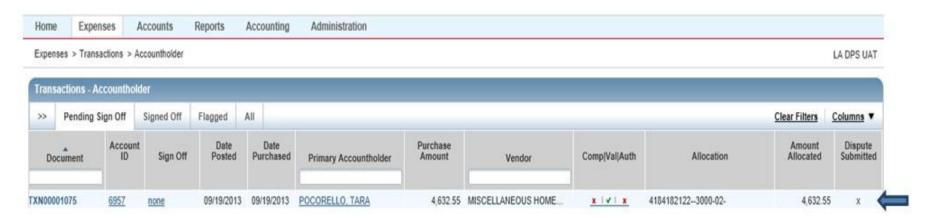


The following confirmation message will display.



The Dispute Submitted column for the selected transaction displays an X.

Note: If the dispute was performed on a screen other than Pending Sign Off, that screen will display.



Reports

Types of Reports

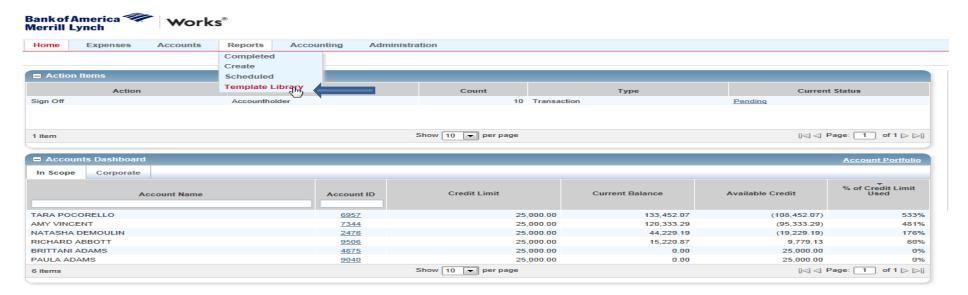
- **Billing Cycle Purchase Log** This report serves as a Billing Statement and Travel Card Log all in one. It can be run anytime by any user. The only changes that can be made by the user are selection of billing cycle dates. **Approver must verify the billing cycle dates are correct to make sure all transactions within the billing cycle are accounted for in the report**. This report is in PDF format which is sufficient for audit purposes. This report is required to be complete and should have receipts attached for each billing cycle.
- **Billing Cycle Incomplete Transactions** Approvers should run this report at least weekly to monitor the status of Accountholders' pending transactions. It will show all transactions in which an allocation and/or sign off have not yet been performed. This report should be used as a management tool.

Running Reports

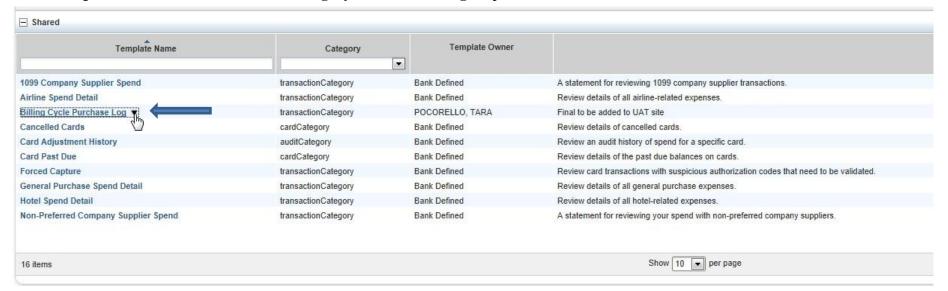
- Accountholders' reports will only include their own transactions.
- Approvers' reports will include all the Accountholders' transactions for which they have been set up to approve.

Billing Cycle Purchase Log

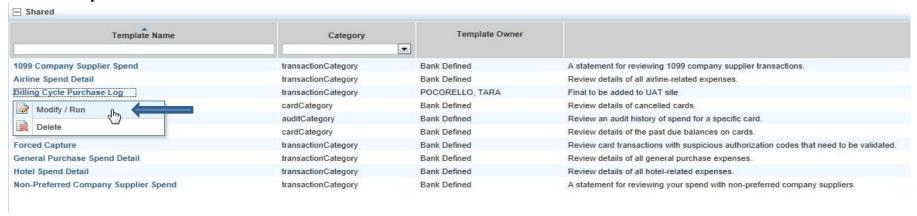
On the **Home** page, click **Reports**, then select **Template Library** from the drop-down menu.



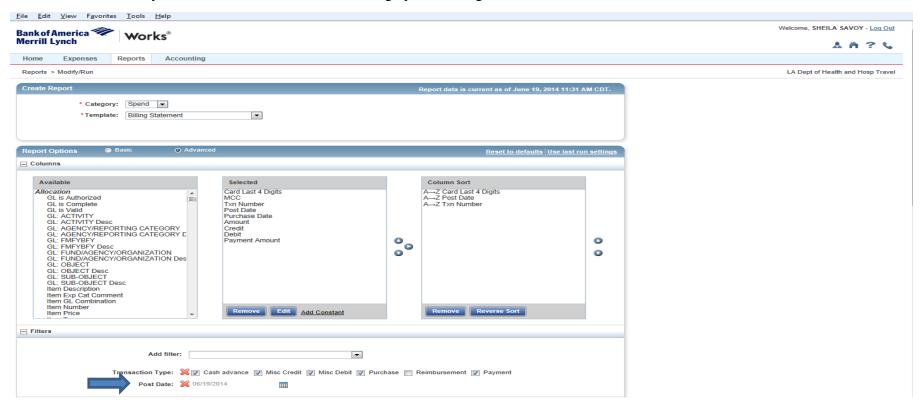
In the **Template Name** column, select the **Billing Cycle Purchase Log** drop-down arrow.



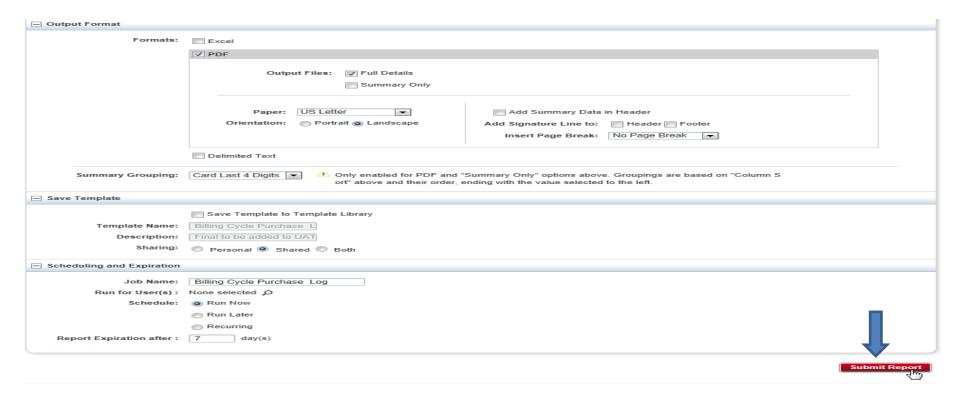
Click Modify/Run.



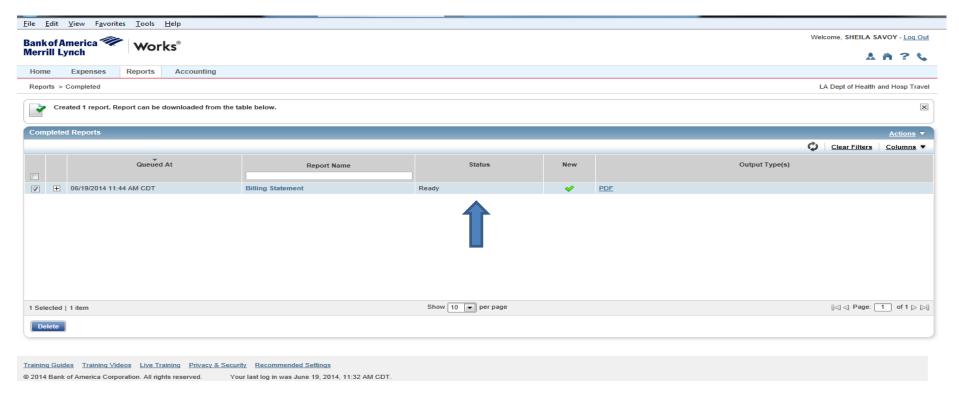
Scroll down and verify Post Dates are for the correct billing cycle. Change if needed.



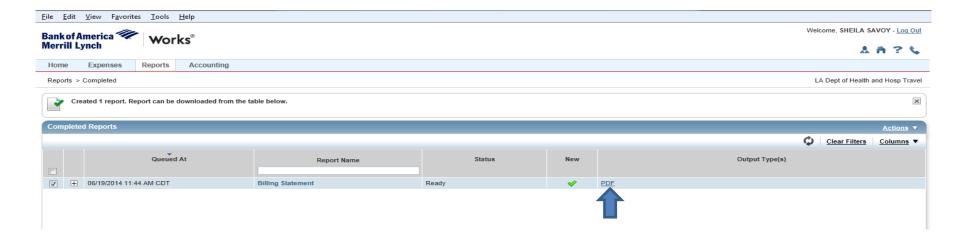
Then scroll down and Click Submit Report.



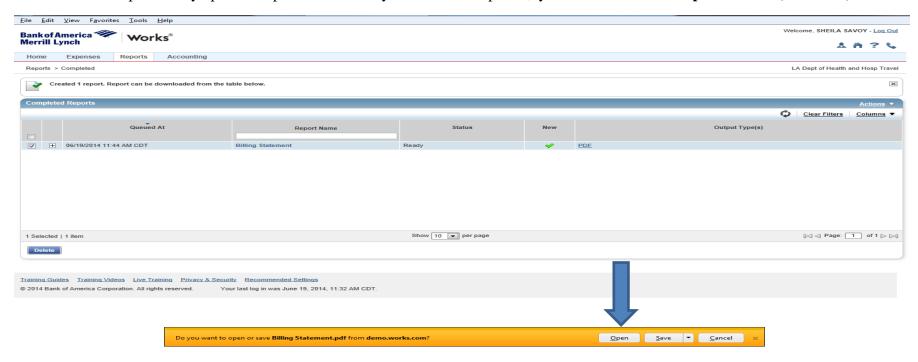
The screen below appears which shows the report is completed.



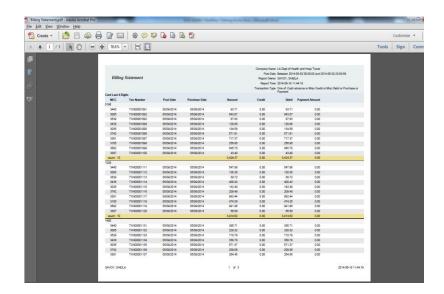
Click on PDF to open the report.



Note: Some computers may open the report automatically. On other computers, you will have to click **Open** or **Save** (see below).



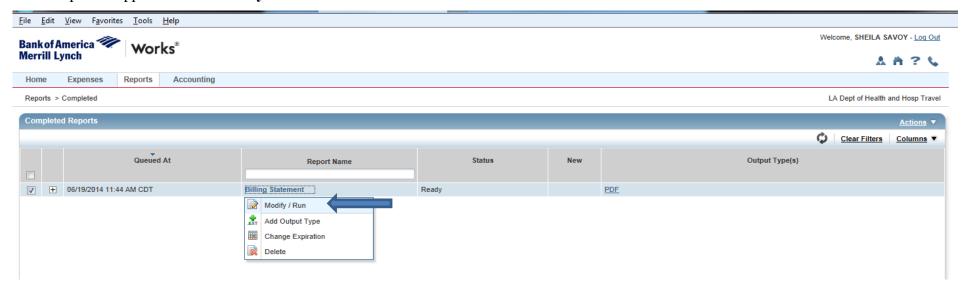
Report appears in PDF format.



Once you have run this report it will appear in Completed Reports. You can now rerun/modify the report by clicking on the Report Name.



The dropdown appears. Click Modify/Run.



Repeat the steps in the Billing Cycle Purchase Log section of this document.

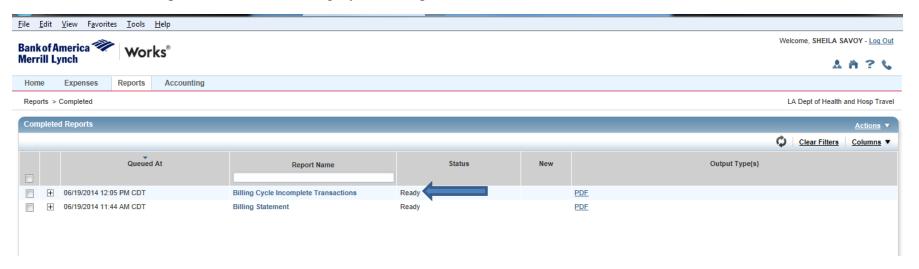
Billing Cycle Incomplete Transaction Report

Approvers should run this report at least weekly to monitor the status of Accountholders' pending transactions. It will show all transactions in which an allocation and/or sign off have not yet been performed. This report should be used as a management tool.

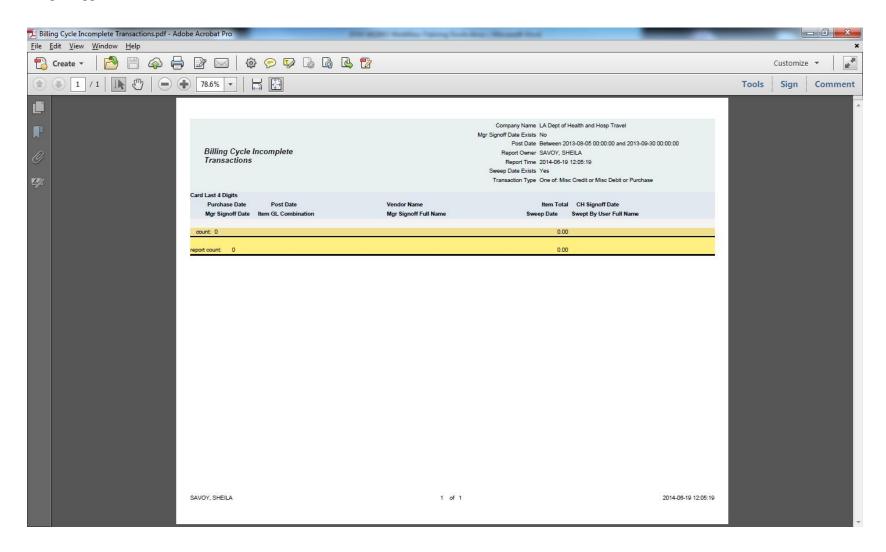
On the Home page, click Reports, then Completed Reports.



Click on **PDF** in the Output column for the Billing Cycle Incomplete Transactions.



Report appears in PDF format.

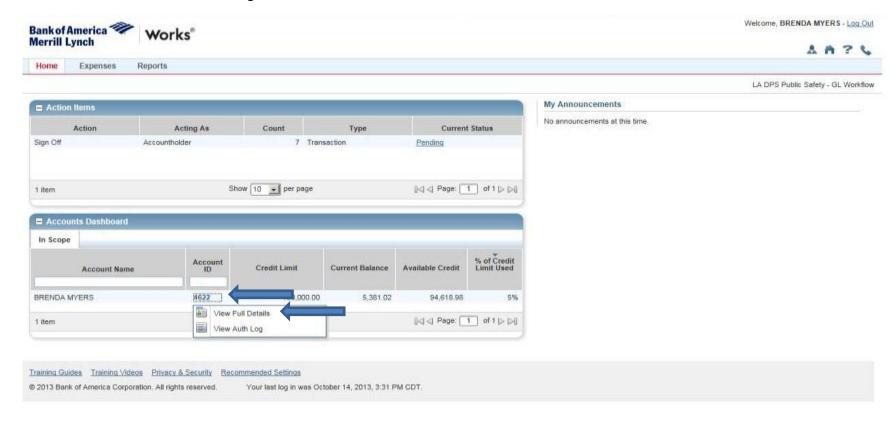


Deadlines

- The billing cycle for travel transactions remains the same: The 9th of the month through the 8th of the following month.
- Accountholders have throughout the billing cycle and 3 additional days (11th of the following month) to complete Allocations and Sign off.
- Approvers have throughout the billing cycle and 4 additional days (12th of the following month) to complete Allocations and Sign off.
- P4 will be created on the 18th and will hit Vouchers Payable on the 19th (These dates will vary depending on what day the 18th falls).
- The payment date remains on the 28th of the month.

Updating Personal Settings: Password

From the Home Screen click last 4 digits of card number, click View Full Details.



Cardholder Details appear. Click Change Password at bottom right. Once changes are made click Save.

Note: To update Email Address or change Login Name make changes in the fields shown on screen below, then click Save.

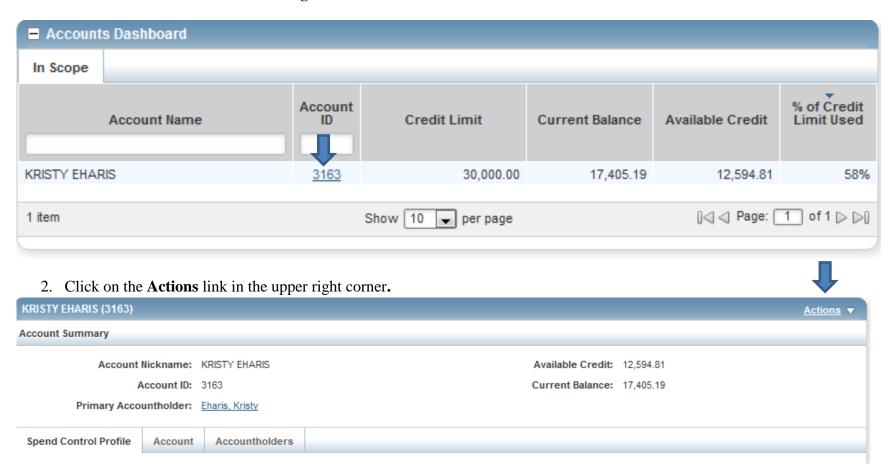
Bank of America W	Works [®]		Welcome, BRENDA MYERS - Log Or	
Merrill Lynch	VOIRS		AA?	
Home Expenses Rep	ports			
Administration > Organization > 1	<u>Users</u> > User Details		LA DPS Public Safety - GL Workflow	
MYERS, BRENDA				
User Group Permissions	Accounts			
*Group:	OMF UNDERSECRETARY	Last login: October 14, 2013, 3:31 PM CDT		
User Info		Roles		
* First Name: Middle Name: * Last Name: * Email Address: * Login Name: A/P Payee ID:	MYERS brenda.myers@la.gov CHBMYERS	Program Administrator Accountant Auditor ✓ Allocation Coder ✓ Restrict Allocation Assistant to valid and authorized codes ✓ Permit modifications via Allocation Assistant only Purchase Requester ✓ Purchaser ✓ View Requests ✓ Assigned to any Purchaser ✓ Not assigned to any Purchaser		
Email Notifications				
Reports ready for download: Pending tasks: Configuration changes:	Never			
		Change Password Save		
Training Guides Training Videos © 2013 Bank of America Corporation		per 14, 2013, 3:31 PM CDT.		

View Authorization Log

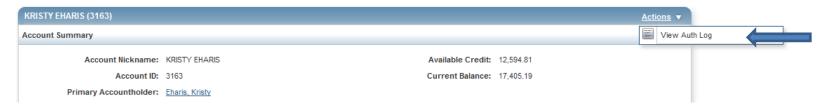
The Authorization Log allows you to see transactions that have been approved by the bank but have not yet posted to Works; if a transaction was declined, the reason why is shown.

1. On the **Home Page**, the second section - **Accounts Dashboard**, click on the last 4 digits of your account ID.

NOTE: The Accounts Dashboard also lists your credit limit, balance, and available credit. This is useful information easily referenced on the Works Home Page.



3. Click **View Auth Log**.

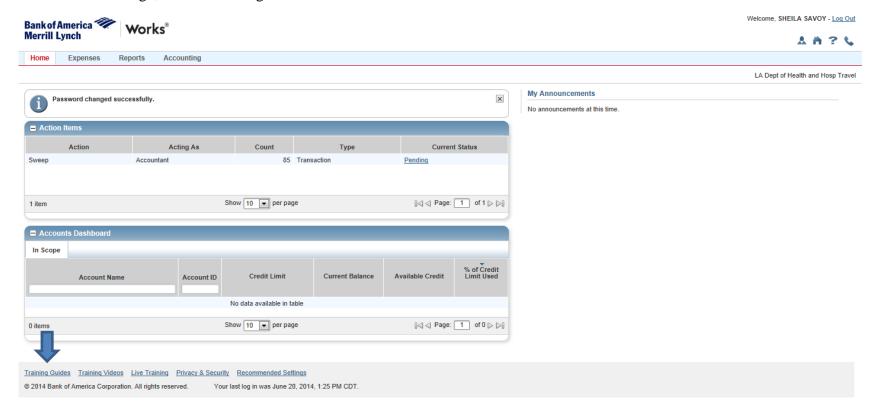


4. The next screen will be your **Authorization Log**.

Authorization Log - KRISTY EHARIS (3163)										
Current Balance	ATM C	ATM Cash Limit: 0.00		Available Funds: 8,923.00						
Date	Merchant Name	MCC	Amount	Result	Auth/Decline Code	Decline Reason	Amount Avail Before Auth			
08/19/13 15:12:13 EDT	GILMAN GEAR	5046	\$3,671.39	Authorized	063922					
08/15/13 11:51:01 EDT	BERTREM PRODUCTS	5085	\$4,850.00	Authorized	030297					

Online Video Training

From the Home Page, select "Training Video" at the bottom of the screen.



Training for Cardholders - Select Reconciling Transactions - demonstrates how to review and reconcile a transaction.

(direct link) http://training.works.com/support/resources/videos/Reconciling_Transactions.htm

<u>Reconciling Transactions with General Ledger</u> – demonstrates how to reconcile and review transactions with general ledger assignments. (this one also talks about flagged transactions)

(direct link) http://training.works.com/support/resources/videos/Reconciling_a_Transaction_with_General_Ledger.htm

THE END